

## ***Days & Hours of Operation***

Monday thru Friday

6:30am to 4:45pm

Office Hours:

8:00am to 12:00pm

1:00pm to 5:00pm

*Closed during the noon hour*

**Manager: Marcelino Roybal**  
**[mroybal@lasvegasnm.gov](mailto:mroybal@lasvegasnm.gov)**

**Dispatcher: Tiffany Rodriguez**  
**[trodriguez@lasvegasnm.gov](mailto:trodriguez@lasvegasnm.gov)**

**Driver: Joshua Martinez**  
**Driver: Valerie Duran**  
**Driver: Ray Lucero**  
**Driver: Eloy Lucero**



## ***TITLE VI /ADA Notice***

The City of Las Vegas — Meadow City Express, a Public Transit Service, operates its programs and services without regard to race, color, national origin, and disability in accordance with Title VI of the 1964 Civil Rights Act and the Americans with Disabilities Act. To find out nondiscrimination obligations, to file a complaint, or to request this information in another language, please contact the Human Resource Department, 1700 N. Grand Avenue, Las Vegas, NM 87701, (505)454-1401

La Ciudad de Las Vegas— Meadow City Express opera sus programas y servicios, sin distincion de raza, color, y origen nacional, segun el Titulo VI de la Ley de Derechos Civiles. Para obtener mas informacion sobre el programa de derechos civiles del La Ciudad de Las Vegas o para obtener mas informacion sobre los procedimientos para presentar una queja, llame a Departamento de Recursos Humanos, 1700 N. Grand

## ***Riders with Disabilities***

Meadow City Express fully supports the needs of the disabled community. Our vans are handicap accessible with wheelchair lifts and ramps.

**MCE requires that customers advise us of their needs when scheduling a pickup.**



**Meadow City Express**  
**500 Railroad Avenue**  
**505-454-8583**

Facebook.com/MeadowCityExpress  
[www.mcelasvegas.com](http://www.mcelasvegas.com)



Meadow City Express' mission is to provide citizens of the Las Vegas area access to reliable, safe and affordable transportation.



### Low fares for a great experience!

- ◆ Cost per trip is \$0.75
- ◆ Discount passes are available and highly encouraged:
- ◆ \$5.00 for 10 ten rides
- ◆ \$10.00 for 20 rides

Passes may be purchased through the driver or at the Meadow City Express Office.

Individual fares must be paid at time of service. If you have a pass, that must be presented and punched by the driver at the time of service.

\*Drivers do not carry change, therefore the fare amount must be exact.  
\*If the passenger does not pay or present pass at time of pick-up, the driver reserves the right to refuse the ride.

### Weather Conditions

Due to adverse winter weather conditions such as when snowfall is heavy, roads are icy and/or snow packed, the Meadow City Express may operate on a delayed schedule or may cancel operations for the day. Tune in to your local radio stations, our website and facebook page for details.

### Passenger Code of Conduct

Use of Municipal Transit is a privilege and not a right. Our agency is committed to providing safe, accessible, timely and professional services to our passengers. We can only provide such a service when our passengers respect and follow our Code of Conduct.

◆ No verbal abuse/profane language

◆ No food or drinks

◆ All vehicles are tobacco/smoke free

◆ No alcoholic beverages

◆ No illegal drugs

◆ Maintain good personal hygiene

◆ No horseplay or fighting

◆ Weapons are not allowed

◆ Service animals allowed and must be in the owner's control at all times.

◆ Regular pets or emotional support animals are allowed but must be in a cage/carrier/kennel at all times.

\*See the City of Las Vegas Meadow City Express Ordinance for full Passenger Behavior Policy and Procedures.

Any passenger who violates these rules will be subject to the suspension process as per the policy.

The City of Las Vegas Meadow City Express provides public transportation services within the City of Las Vegas. If you have any questions about our policies and procedures, please contact our office at (505) 454-8583.

◆ Meadow City Express is a Demand Response System and does NOT provide same day service. All passengers must call a day in advance to schedule a ride. Permanent ridership is available.

◆ Upon arrival for pick-up, the driver will honk and wait three (3) minutes only for you to come out; driver will leave if you are not out in the allotted time and this will be considered a no show. (See our No Show Policy)

◆ If you need to cancel a scheduled ride, you must call and notify Meadow City Express at least one (1) hour but no later prior to the scheduled pick-up. (See our Late Cancellation Policy)

◆ For return trips, passengers must request a call back. The first driver who is available will be dispatched to pick-up the passenger. Call back service is not always available.

◆ All passengers must buckle up and remain seated at all times. Passengers with children seven (7) years old and under must provide a car seat. Proper securement of wheel-chairs/power chairs is mandatory.

◆ Children eleven (11) years old and under must be accompanied by an adult at all times.

◆ Passengers who bring items such as groceries are allowed to bring only what they can carry in one trip. Bags should not block the aisles, as this is a safety issue.